MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2015/2016

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT

(All sections / Groups)

31 MAY 2016
2:30pm – 4:30pm
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **2** pages with **4** Questions only.
2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

QUESTION 1

a) Define the **FOUR (4)** main functional areas that normally exist in an organization. For the information systems of each functional area, identify **TWO (2)** potential inputs and **TWO (2)** potential outputs.

(20 marks)

b) Define Moore's Law and why it is significant in the ERP development.

(5 marks)

(Total: 25 marks)

QUESTION 2

a) You are working as a production manager at JoyJuice Sdn Bhd. This company currently manufactures two types of packet drinks- Chocolate Joy and Coffee Joy. The company can produce 200 packet drinks per day. The table below illustrates the *Sales and Operations Planning* for month of January to June.

SOP		Jan	Feb	March	April	May	June
Sales Forecast		4423	4504	4536	5125	4799	5039
Production Plan		4500	4600	4400	5000	4799	5039
Inventory	500	A					
Working Days		25	25	27	28	26	22
Capacity (unit)		B					
Utilization		C					
Chocolate Joy	70%	D					
Coffee Joy	30%	E					

Continued....

i. Calculate and write down the values for A, B, C, D, and E.

(15 marks)

ii. You noticed that there is a problematic issue with the production plan. Identify the problem and suggest **TWO (2)** possible solutions to resolve the issue.

(5 marks)

b) What are the **TWO (2)** main challenges with using a multidimensional cube structure?

(5 marks)

(Total: 25 marks)

QUESTION 3

a) Fitter Snacker is a company that manufactures and sells nutritious snack bars. Discuss the problems with Fitter Snacker's sales quotations and orders that arises from using a legacy system.

(13 marks)

b) Describe **FOUR (4)** ways which an ERP system can prevent or minimize fraud in a company.

(12 marks)

(Total: 25 marks)

QUESTION 4

a) How does the SAP ERP system distinguish between a *task*, *job*, and *person*?

(13 marks)

b) In the Harrington book, Business Process Improvement, what questions should companies ask about their business processes to identify areas of improvement? Cite **SIX (6)** of them.

(12 marks)

(Total: 25 marks)

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